

## Customer Service Advisory Committee

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### Planning BIP #7 Implementation Meeting Agenda, November 20, 2006 1:30 – 4:30 p.m.

<i>Estimated Time</i>	<i>Subject</i>	<i>Handout</i>
20 min	Introductions: past involvement & experience, present role, favorite river	✓
15 min	BIP #7 Recommendations: what are they based on; which customers? (Bonnie Morris and Michael Mills)	✓
10 min	Mayor Potter's priority: employee recognition (Mayor Potter or representative)	
35 min	<i>Discussion:</i> CSAC members' priorities, outcome definitions, ways to get there	
15 min	<i>Break</i>	
5 min	Process requirements: public meeting law, reports to City Council (Beth Woodward)	✓
35 min	<i>Discussion:</i> process desires of CSAC: decision making (consensus or vote?), Committee leadership (rotate or co-leads?), member commitments, terms, new member selection if needed, Bureau liaisons needed?, input from non-members.....	
30 min	Rough schedule: meeting frequency, milestones, Committee duration estimate	
10 min	Goal for next meeting (e.g. brainstorm methodologies?)	
5 min	Next meeting date and agenda	